

Technical Assistance from the Telligen Quality Innovation Network

Customized interventions to support your health care quality improvement efforts



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Telligen partners with **health care providers** to support your quality improvement efforts with interventions that are **local, customized, and aligned with other health care improvement programs**. Plus, we provide these services at **no cost** to you!

With more than **30 years of experience** in health care process assessment, planning, training, implementation, and maintenance, we can help you introduce **best practices** to maximize value-based payments from Medicare and other insurers, translate clinical quality data into actionable information, implement electronic health records (EHR), and meet other quality improvement goals.

Contact a quality improvement facilitator today or visit www.TelligenQINQIO.com to put Telligen to work for you.

Technical assistance may include:

On-site observational assessments

- Identify gaps between current processes and best practices
- Identify barriers to improvement

Integrated team performance

- Observe and provide feedback on team dynamics
- Address communications issues

Data Analysis: Using data to tell a story

Training with Team Strategies and Tools to Enhance Patient Safety (TeamSTEPPS®)

- Data collection and submission
- Monthly reporting plan

Physician Quality Reporting System and Meaningful Use/Health Information Technology Support

- Select quality measures
- Workflow assessment
- Clinical data reporting via qualified EHRs

Quality improvement (QI) tools, training, and support

- Lean standard work
- QI tools: flow chart, pareto chart, fishbone diagram, brainstorming, check sheet, affinity diagram, run chart
- Plan-do-study-analyze (PDSA) rapid-cycle improvement
- Root cause analysis

Evidence-based resource guides and toolkits

Centers for Medicare & Medicaid Services QualityNet

- Quality data reports
- Measure identification and reporting

Community support

- Community assessment
- Meeting facilitation

Medication therapy management and medication reconciliation assistance

About Quality Innovation Networks and Quality Improvement Organizations

The Centers for Medicare & Medicaid Services leads a national health care quality improvement program. The program is implemented locally by an independent network of QIOs in each state and territory. We convene providers, practitioners, and patients to build and share knowledge, spread best practices, and achieve rapid, wide-scale improvements in patient care, increases in population health, and decreases in health care costs for all Americans.

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